



MAKE THE RIGHT MOVE Intrastate Moving Companies

More than half of all household moves are made between Memorial Day and Labor Day. The process of finding a good moving company may appear daunting, but doing a little research is worth it. With the right knowledge, consumers can make an informed decision and pick the right professional moving company.

Plan Ahead

Estimate that it will take between two and six weeks to plan and prepare for a move. During this period, have at least three companies evaluate the items being moved on-site and provide a detailed estimate. Prior to fulfilling any moving services, a mover is required to supply a contract and estimate. This must be done in writing and must be signed and dated by both parties. Be wary companies that are only willing to provide an estimate over the phone or Internet.

Schedule The Move Wisely

Late May through August is typically a busy time for moving companies, so if possible, schedule a move during spring or late fall. In addition, weekend rates tend to be highest, both for truck rental agencies and moving companies.

Research the Company Before Signing Anything

Verify whether the company is registered with the Florida Department of Agriculture and Consumer Services (FDACS) and if any complaints have been filed against them. This can be done by visiting our “Business/Complaint Lookup” at 800helpfla.com or call 1-800-HELP-FLA (435-7352).

Ask Questions About the Contract

Verify that the contract covers rates and charges, the mover's liability for your belongings, and dates for pickup and delivery. Read the contract very carefully and ask questions about charges that are unclear.

Be Aware of Scams

Scams can occur whether using a broker or dealing directly with a moving company. One of the most common scams begin when the moving company quotes a low price in order to secure your business. After loading household goods onto the truck, the consumer is told that the cost of the move will be considerably higher than the initial estimate. If payment is refused, the company will hold the belongings hostage until they receive additional money. Another typical scam involves being asked to pay a broker or moving company a deposit or fee that is based on the estimated cost of the move. When the agreed upon pick-up date arrives, the mover is a no-show.

Consumers who are not satisfied with the services that have been provided should make the mover aware of their claim, in writing, as quickly as possible. If the company does not handle the claim satisfactorily, file a complaint with FDACS. For additional information or to file a complaint, contact the department by calling 1-800-HELP-FLA (435-7352), 1-800-FL-AYUDA (352-9832) en Español, or visit 800helpfla.com.



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Florida Department of Agriculture and Consumer Services
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